

BN361 Upload Error Report Troubleshooting**Upload Error Report Troubleshooting Overview**

This Job Aid is designed to walk through the most common errors that may occur when generating the following reports and how to troubleshoot the issues:

ICMA-RC, FBMC, and VNAV/VRS Upload Reports.

The ICMA Upload Error Report is used to identify the transactions the International City/County Management Association-Retirement Corporation (ICMA) Upload interface could not update in Cardinal or which appear as warnings/informational.

The FBMC Upload Error Report is used to identify the transactions in the Fringe Benefits Management Company (FBMC) Enrollment Data Upload file that appear as warnings or errors.

The myVRS Navigator (VNAV) Upload Error Report will display the errors from the Virginia Retirement System (VRS) VNAV Upload process.

The Agency Benefits Administrators (BAs) review the errors on these reports and make corrections in Cardinal, as necessary.

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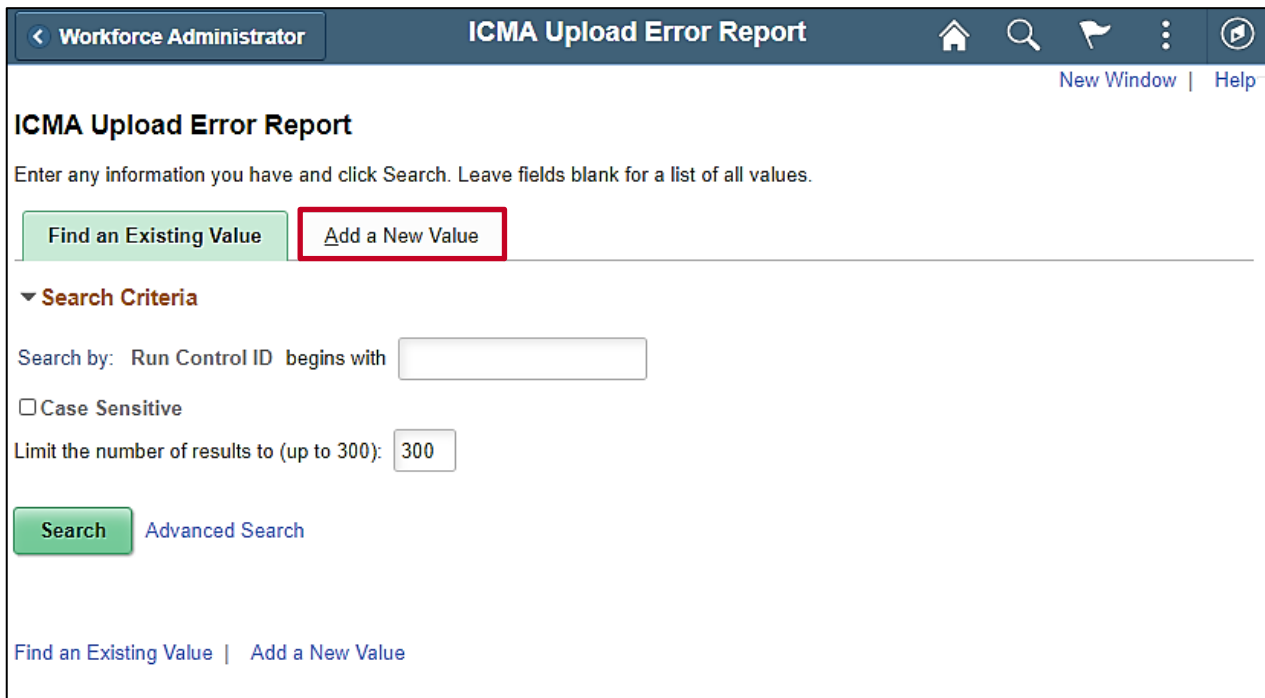
BN361 Upload Error Report Troubleshooting**ICMA Upload Error Report**

This report identifies ICMA-RC Uploads flagged as having either an error ('E') or warning ('W'). Agency personnel update the employee's Savings Plan elections in Cardinal as needed after reviewing the warnings and errors on the report.

1. Navigate to the **ICMA Upload Error Report** page using the following navigation path:

Navigator > Benefits > Reports > ICMA Upload Error Report

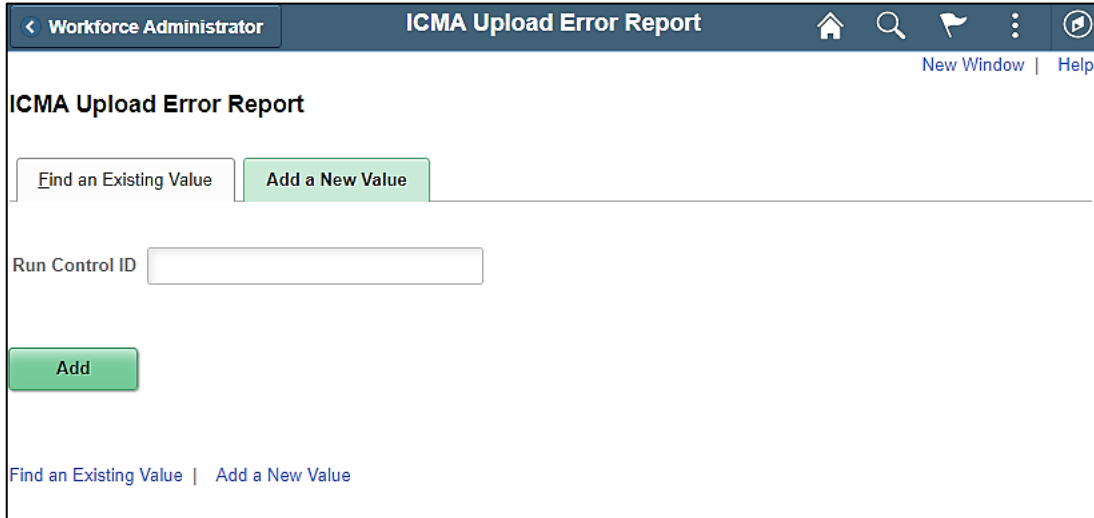
The **ICMA Upload Error Report** page displays with the **Find an Existing Value** tab displayed by default.



2. Click the **Add a New Value** tab.

BN361 Upload Error Report Troubleshooting

The **Add a New Value** tab displays.



Workforce Administrator | ICMA Upload Error Report | New Window | Help

ICMA Upload Error Report

Find an Existing Value | Add a New Value

Run Control ID

Add

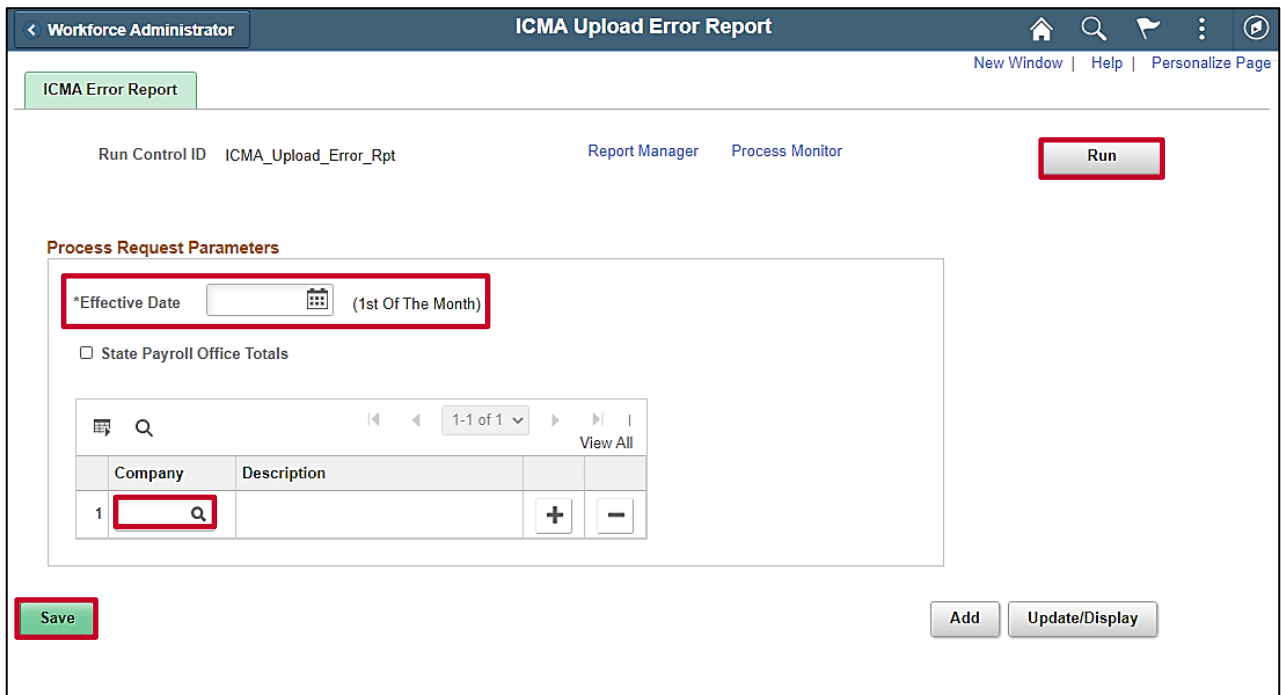
Find an Existing Value | Add a New Value

- Enter a name in the **Run Control ID** field (e.g., "ICMA_Upload_Error_Rpt").

Note: Run Control IDs can be used multiple times once established. The user should not create a new one every time the report is run.

- Click the **Add** button.

The **ICMA Upload Error Report** page displays.



Workforce Administrator | ICMA Upload Error Report | New Window | Help | Personalize Page

ICMA Error Report

Run Control ID ICMA_Upload_Error_Rpt | Report Manager | Process Monitor | Run

Process Request Parameters

*Effective Date (1st Of The Month)

☐ State Payroll Office Totals

Company	Description		
1		+	-

Save | Add | Update/Display

- Select the applicable effective date using the **Effective Date Calendar** icon.

Note: The effective date is always the **first day** of the month.

BN361 Upload Error Report Troubleshooting

6. The **State Payroll Office Totals** box is unchecked by default. Leave this box unchecked; it is for SPO use only.
7. If the Agency BA has access to multiple companies, the BA can retrieve data for one specific company or multiple companies by:
 - a. Selecting the applicable company using the **Company Look Up** icon
 - b. Clicking the **Add** button (+)
 - c. Repeat as needed to add additional companies

Note: Data for all applicable companies is retrieved if no specific companies are selected. Users are only able to view company-specific information to the companies for which they have access.

8. Click the **Save** button.
9. Click the **Run** button.

The **Process Scheduler Request** page displays in a pop-up window.

Process Scheduler Request
×

[Help](#)

User ID *****

Run Control ID ICMA_Upload_Error_Rpt

Server Name

Recurrence

Time Zone

Run Date

Run Time

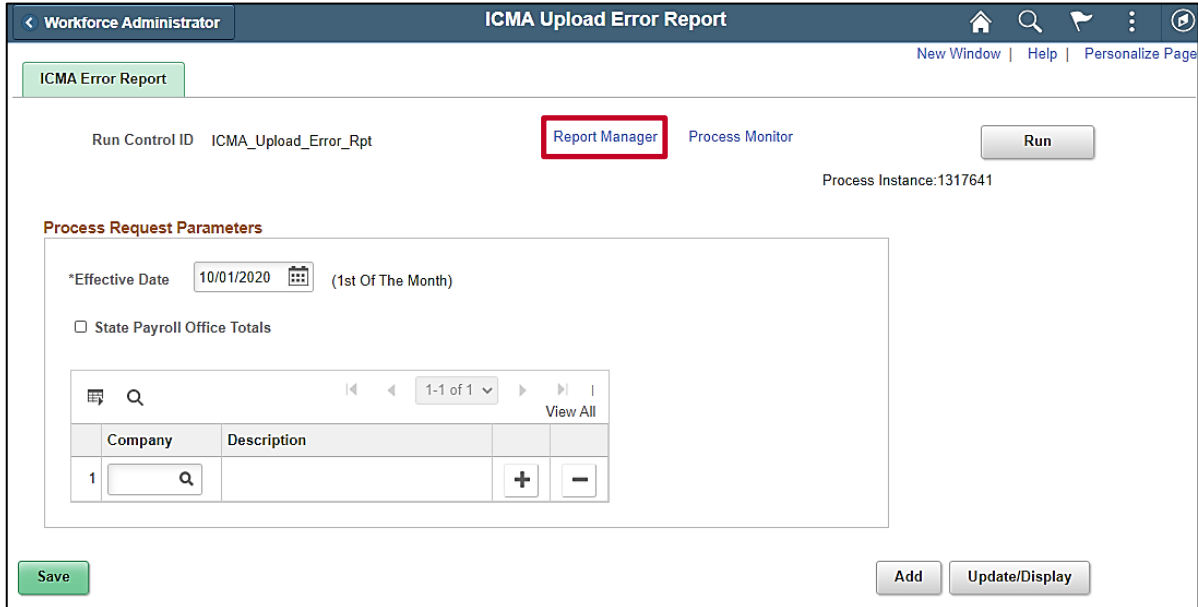
Process List

Select	Description	Process Name	Process Type	Type	Format	Distribution
<input checked="" type="checkbox"/>	ICMA Upload Error Report	VHRR0148	SQR Report	Web	PDF	Distribution

10. Validate that the correct report is selected and then click the **OK** button.

BN361 Upload Error Report Troubleshooting

The **ICMA Upload Error Report** page returns.



Workforce Administrator | ICMA Upload Error Report

ICMA Error Report

Run Control ID: ICMA_Upload_Error_Rpt | **Report Manager** | Process Monitor | Run

Process Instance: 1317641

Process Request Parameters

*Effective Date: 10/01/2020 (1st Of The Month)

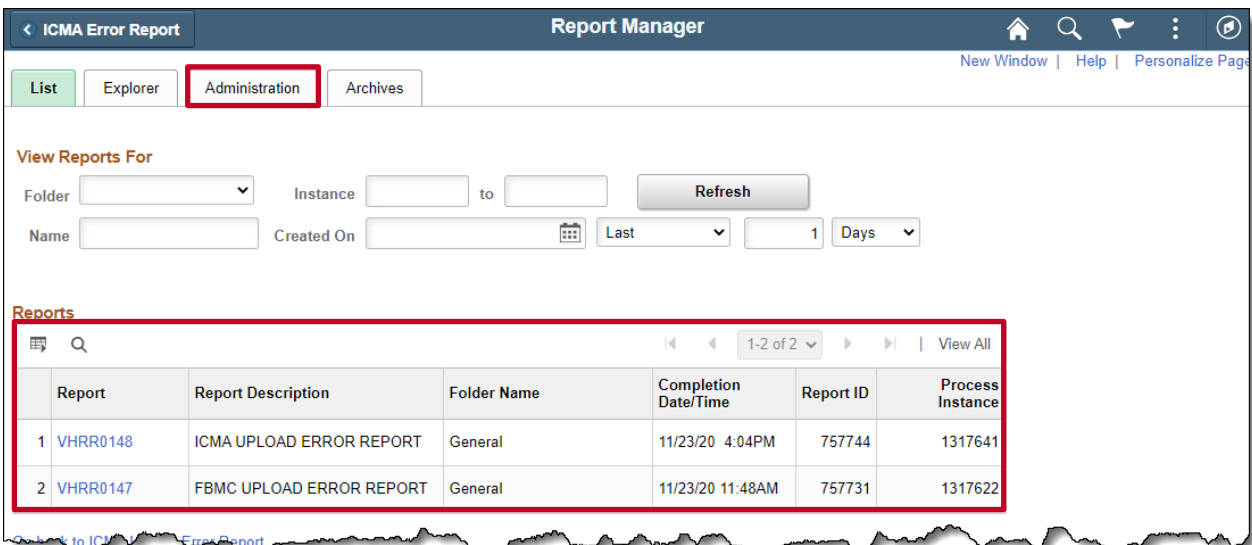
☐ State Payroll Office Totals

Company	Description		
1		+	-

Save | Add | Update/Display

11. Click the **Report Manager** link.

The **Report Manager** page displays with the **List** tab opened by default.



ICMA Error Report | Report Manager

List | Explorer | **Administration** | Archives

View Reports For

Folder: [dropdown] Instance: [dropdown] to [dropdown] Refresh

Name: [dropdown] Created On: [dropdown] Last: [dropdown] 1 Days: [dropdown]

Reports

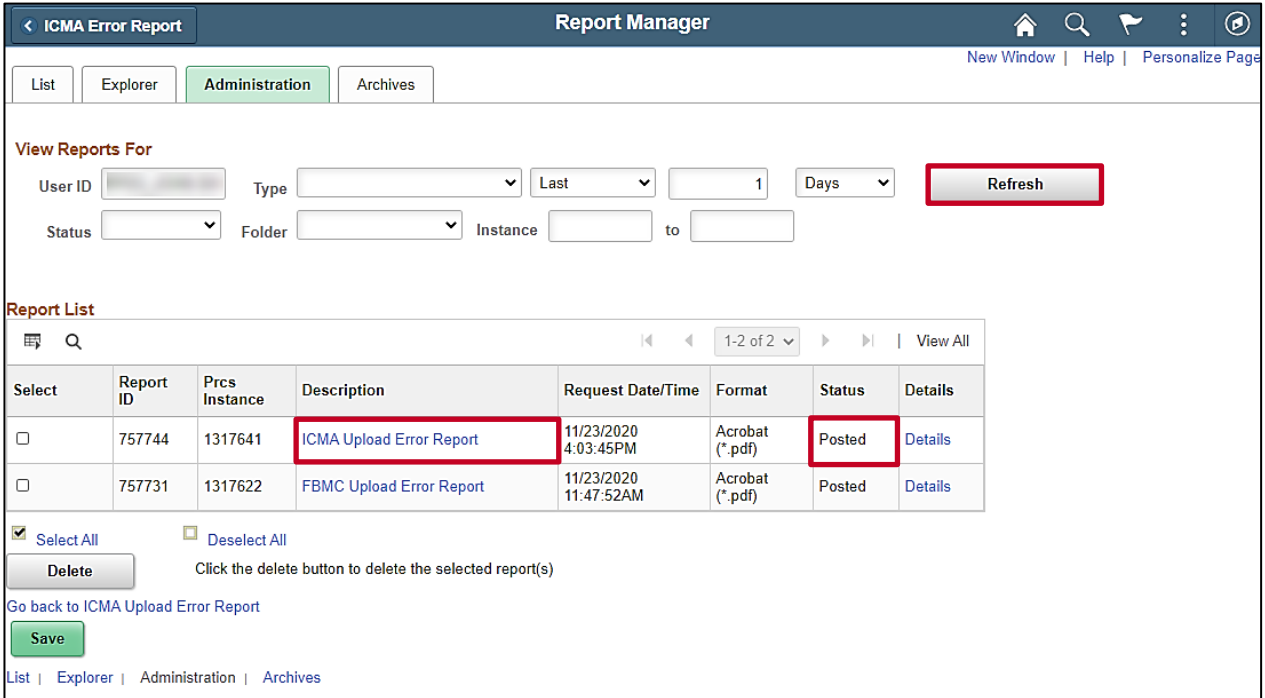
Report	Report Description	Folder Name	Completion Date/Time	Report ID	Process Instance
1 VHRR0148	ICMA UPLOAD ERROR REPORT	General	11/23/20 4:04PM	757744	1317641
2 VHRR0147	FBMC UPLOAD ERROR REPORT	General	11/23/20 11:48AM	757731	1317622

Note: The ICMA Upload Error Report will not display on the **List** tab until the execution is complete and the report is ready to review.

- If the required report is listed within the **Reports** section, click the applicable **Report** link within the **Reports** section, and continue to Step 20. If the required report is not listed, continue to Step 16.
- Click the **Administration** tab.

BN361 Upload Error Report Troubleshooting

The **Administration** tab displays.



ICMA Error Report Report Manager

List Explorer **Administration** Archives

New Window | Help | Personalize Page

View Reports For

User ID Type Last 1 Days **Refresh**

Status Folder Instance to

Report List

1-2 of 2 | View All

Select	Report ID	Prs Instance	Description	Request Date/Time	Format	Status	Details
<input type="checkbox"/>	757744	1317641	ICMA Upload Error Report	11/23/2020 4:03:45PM	Acrobat (*.pdf)	Posted	Details
<input type="checkbox"/>	757731	1317622	FBMC Upload Error Report	11/23/2020 11:47:52AM	Acrobat (*.pdf)	Posted	Details

☒ Select All ☐ Deselect All

Delete Click the delete button to delete the selected report(s)

[Go back to ICMA Upload Error Report](#)

Save

List | Explorer | Administration | Archives

- Click the **Refresh** button as needed until the required report's **Status** field within the **Report List** section updates to "Posted".
- Click the applicable report's **Description** link within the **Report List** section.

The **Report Detail** page displays in a pop-up window.

Note: The report will display data by Company, Employee ID, Name, Benefit Plan, Coverage Elect, Pre Tax Amount, Post Tax Amount, Effective Date, Plan Type, Number of Pays, Contract Months, Error Type, and Error Message. For further information on running a report, refer to the WBT Course titled **Nav225 Cardinal Reporting**. This Course can be found on the Cardinal website in **Courses** under training.

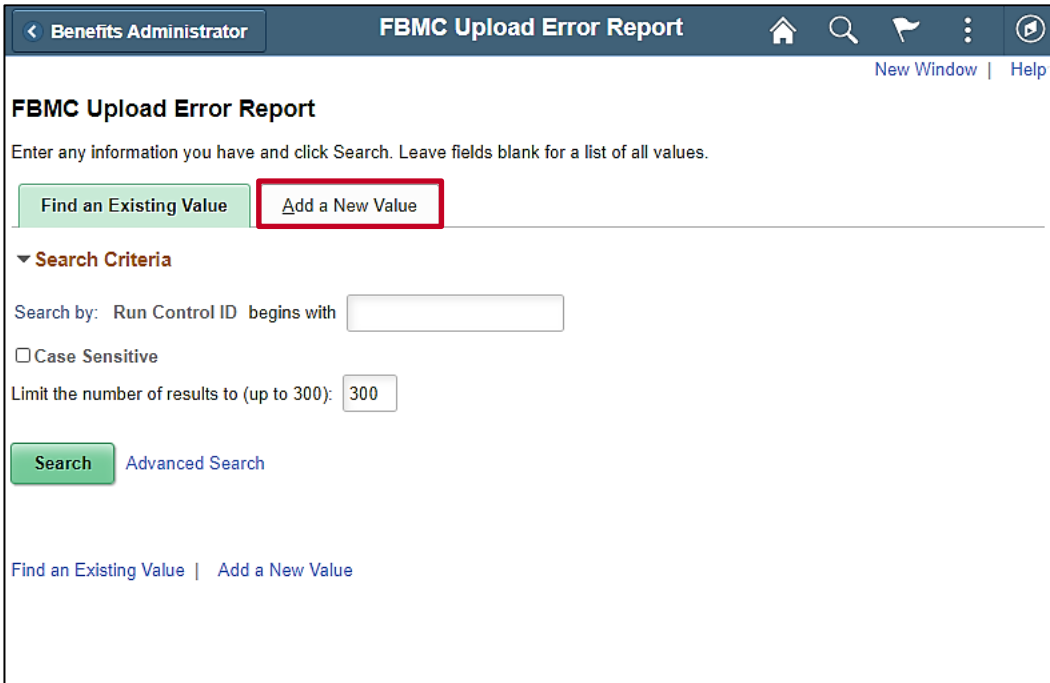
BN361 Upload Error Report Troubleshooting**FBMC Upload Error Report**

This report is used to identify transactions received in the FBMC Upload that did not successfully upload into the Cardinal system.

1. Navigate to the **FBMC Upload Error Report** page using the following navigation path:

Navigator > Benefits > Reports > FBMC Upload Error Report

The **FBMC Upload Error Report** page displays with the **Find an Existing Value** tab displayed by default.



The screenshot shows the 'FBMC Upload Error Report' page in the 'Benefits Administrator' interface. The page has a dark blue header with navigation icons and a search bar. Below the header, the title 'FBMC Upload Error Report' is displayed. A message states: 'Enter any information you have and click Search. Leave fields blank for a list of all values.' There are two tabs: 'Find an Existing Value' (active) and 'Add a New Value' (highlighted with a red box). Below the tabs is a 'Search Criteria' section with a dropdown menu. The 'Search by' field is set to 'Run Control ID begins with' with an empty text input field. There is a checkbox for 'Case Sensitive' and a text input field for 'Limit the number of results to (up to 300):' with the value '300'. A green 'Search' button and a blue 'Advanced Search' link are at the bottom of the search criteria section. At the very bottom of the page, there are links for 'Find an Existing Value' and 'Add a New Value'.

2. Click the **Add a New Value** tab.

The **Add a New Value** tab displays.

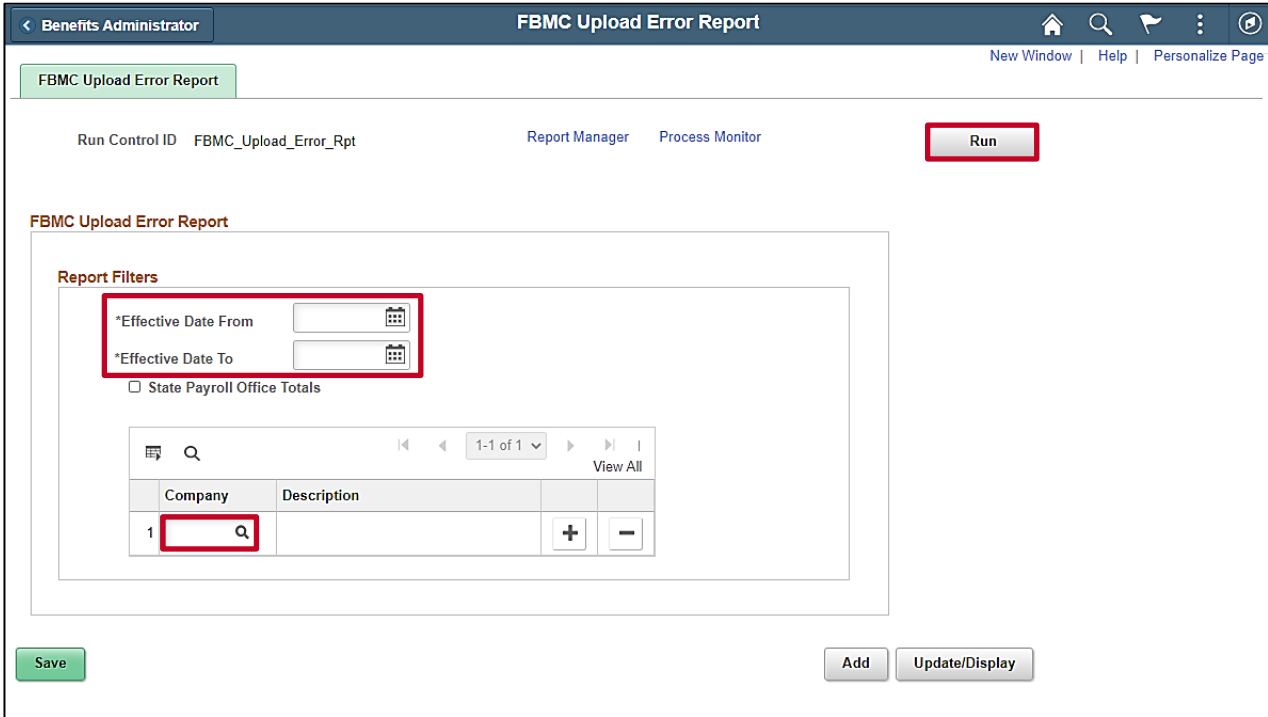


The screenshot shows the 'FBMC Upload Error Report' page with the 'Add a New Value' tab selected. The page layout is similar to the previous screenshot, but the 'Add a New Value' tab is now active. Below the tabs, there is a text input field for 'Run Control ID'. A green 'Add' button is located below the input field. At the bottom of the page, there are links for 'Find an Existing Value' and 'Add a New Value'.

BN361 Upload Error Report Troubleshooting

3. Enter a name in the **Run Control ID** field (e.g., "FBMC_Upload_Error_Rpt").
4. **Note:** Run Control IDs can be used multiple times once established. The user should not create a new one every time the report is run.
5. Click the **Add** button.

The **FBMC Upload Error Report** page displays.





Benefits Administrator **FBMC Upload Error Report** New Window | Help | Personalize Page

FBMC Upload Error Report


Run Control ID: FBMC_Upload_Error_Rpt Report Manager Process Monitor **Run**

FBMC Upload Error Report

Report Filters

*Effective Date From 
 *Effective Date To 
☐ State Payroll Office Totals

1-1 of 1 View All

Company	Description		
1 <input type="text"/> 		+	-

Save **Add** **Update/Display**

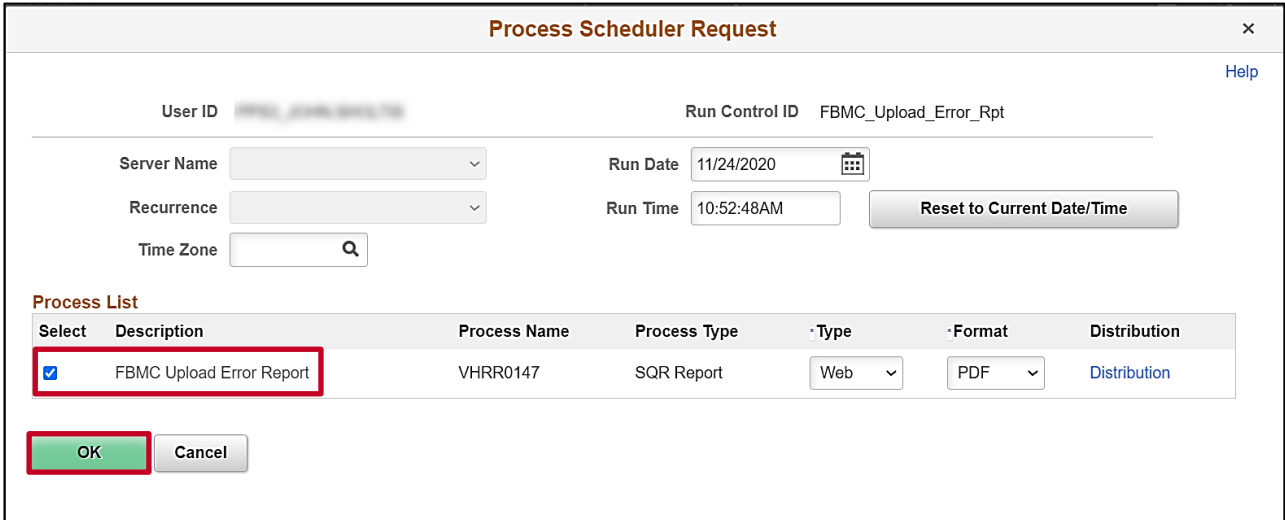
6. Select the applicable dates using the **Effective Date From** and **Effective Date To Calendar** icons.
7. If the Agency BA has access to multiple companies, the BA can retrieve data for one specific company or multiple companies by:
 - a. Selecting the applicable company using the **Company Look Up** icon
 - b. Clicking the **Add** button (+)
 - c. Repeat as needed to add additional companies

Note: Data for all applicable companies is retrieved if no specific companies are selected. Users are only able to view company-specific information to the companies for which they have access.

8. Click the **Save** button.
9. Click the **Run** button.

BN361 Upload Error Report Troubleshooting

The **Process Scheduler Request** page displays in a pop-up window.



Process Scheduler Request [X] [Help](#)

User ID: [REDACTED] Run Control ID: FBMC_Upload_Error_Rpt

Server Name: [Dropdown] Run Date: 11/24/2020 [Calendar Icon]

Recurrence: [Dropdown] Run Time: 10:52:48AM [Reset to Current Date/Time]

Time Zone: [Dropdown]

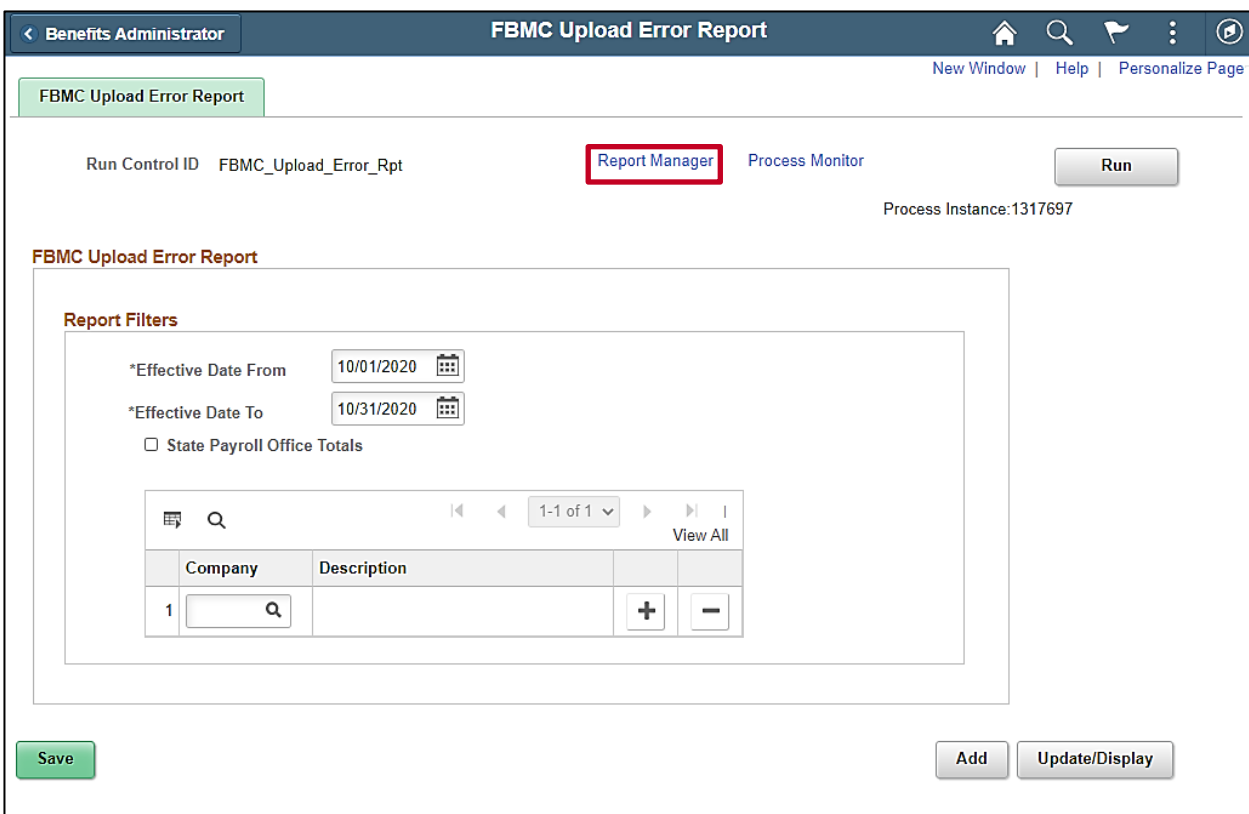
Process List

Select	Description	Process Name	Process Type	Type	Format	Distribution
<input checked="" type="checkbox"/>	FBMC Upload Error Report	VHRR0147	SQR Report	Web	PDF	Distribution

OK **Cancel**

10. Validate that the correct report is selected and then click the **OK** button.

The **FBMC Upload Error Report** page returns.



Benefits Administrator **FBMC Upload Error Report** [New Window](#) [Help](#) [Personalize Page](#)

Run Control ID: FBMC_Upload_Error_Rpt **Report Manager** [Process Monitor](#) **Run**

Process Instance: 1317697

FBMC Upload Error Report

Report Filters

*Effective Date From: 10/01/2020 [Calendar Icon]

*Effective Date To: 10/31/2020 [Calendar Icon]

☐ State Payroll Office Totals

1-1 of 1 [View All](#)

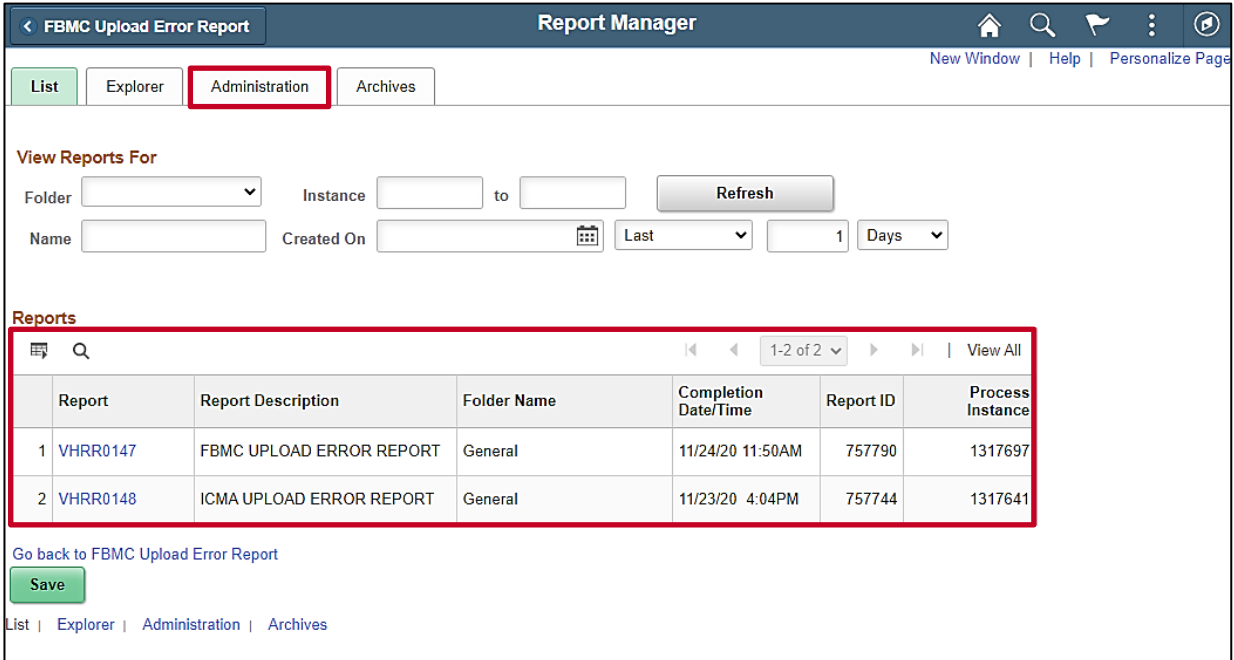
Company	Description		
1	[Search]	+	-

Save **Add** **Update/Display**

11. Click the **Report Manager** link.

BN361 Upload Error Report Troubleshooting

The **Report Manager** page displays with the **List** tab displayed by default.



FBMC Upload Error Report **Report Manager**

[List](#) | [Explorer](#) | **[Administration](#)** | [Archives](#)

[New Window](#) | [Help](#) | [Personalize Page](#)

View Reports For

Folder: Instance: to [Refresh](#)
 Name: Created On: Last: 1 Days:

Reports

	Report	Report Description	Folder Name	Completion Date/Time	Report ID	Process Instance
1	VHRR0147	FBMC UPLOAD ERROR REPORT	General	11/24/20 11:50AM	757790	1317697
2	VHRR0148	ICMA UPLOAD ERROR REPORT	General	11/23/20 4:04PM	757744	1317641

[Go back to FBMC Upload Error Report](#)
[Save](#)

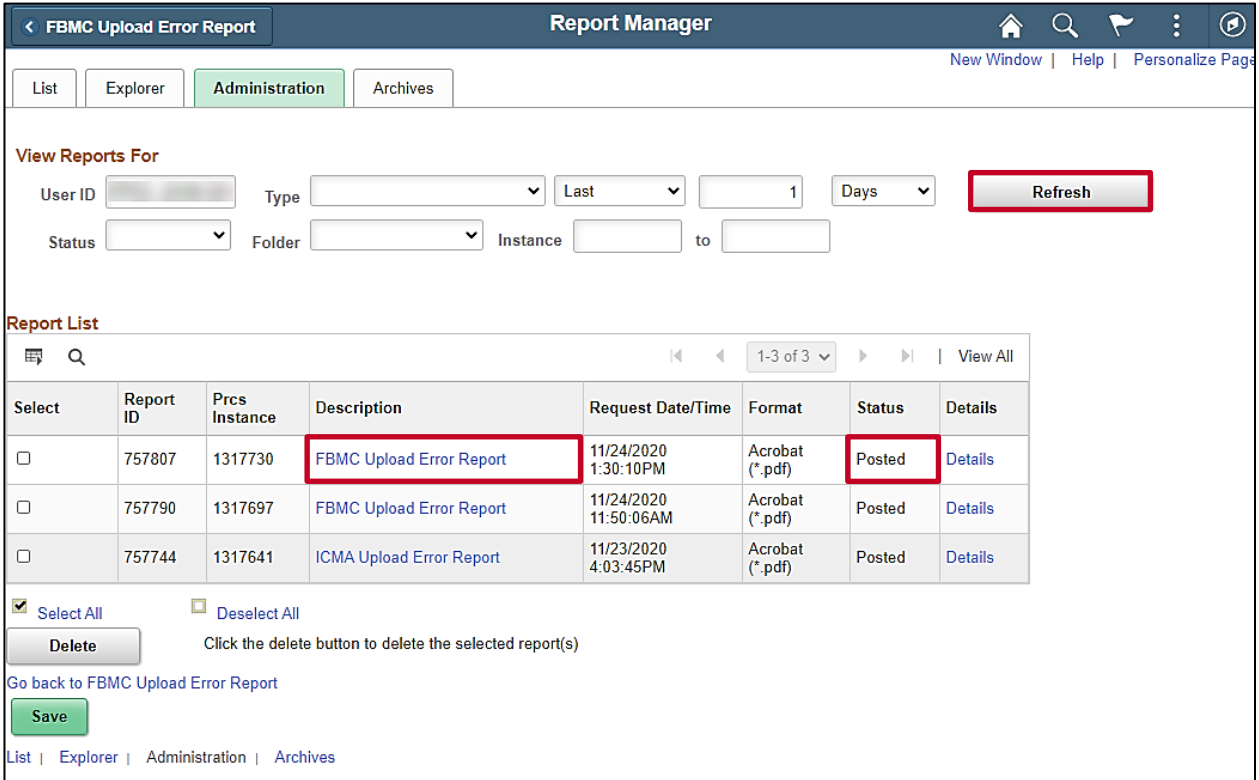
[List](#) | [Explorer](#) | [Administration](#) | [Archives](#)

Note: The ICMA Upload Error Report will not display on the **List** tab until the execution is complete and the report is ready to review.

12. If the required report is listed within the **Reports** section, click the applicable **Report** link within the **Reports** section, and continue to Step 16. If the required report is not listed, continue to Step 13.
13. Click the **Administration** tab.

BN361 Upload Error Report Troubleshooting

The **Administration** tab displays.



FBMC Upload Error Report Report Manager

[List](#) | [Explorer](#) | **[Administration](#)** | [Archives](#)

View Reports For
 User ID Type Last 1 Days **Refresh**
 Status Folder Instance to

Report List

Select	Report ID	Prcs Instance	Description	Request Date/Time	Format	Status	Details
<input type="checkbox"/>	757807	1317730	FBMC Upload Error Report	11/24/2020 1:30:10PM	Acrobat (*.pdf)	Posted	Details
<input type="checkbox"/>	757790	1317697	FBMC Upload Error Report	11/24/2020 11:50:06AM	Acrobat (*.pdf)	Posted	Details
<input type="checkbox"/>	757744	1317641	ICMA Upload Error Report	11/23/2020 4:03:45PM	Acrobat (*.pdf)	Posted	Details

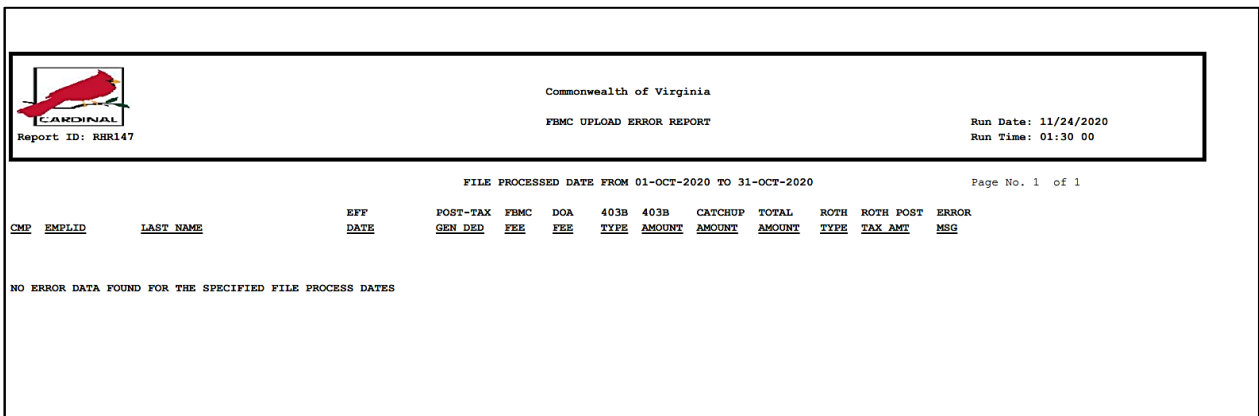
☒ Select All ☐ Deselect All
 Click the delete button to delete the selected report(s)
[Go back to FBMC Upload Error Report](#)


[List](#) | [Explorer](#) | [Administration](#) | [Archives](#)

14. Click the **Refresh** button as needed until the required report's **Status** field within the **Report List** section updates to "Posted".

15. Click the applicable report's **Description** link within the **Report List** section

The **FBMC Upload Error Report** displays in a pdf file.




 Report ID: RHR147

Commonwealth of Virginia
 FBMC UPLOAD ERROR REPORT

Run Date: 11/24/2020
 Run Time: 01:30 00

FILE PROCESSED DATE FROM 01-OCT-2020 TO 31-OCT-2020

Page No. 1 of 1

EMPLOYEE ID	LAST NAME	EFF DATE	POST-TAX GEN	FEE	FEE	403B TYPE	403B AMOUNT	CATCHUP AMOUNT	TOTAL AMOUNT	ROTH TYPE	ROTH TAX AMT	ERROR MSG
NO ERROR DATA FOUND FOR THE SPECIFIED FILE PROCESS DATES												

Note: For further information on running a report, refer to the WBT Course titled Nav225 Cardinal Reporting. This Course can be found on the Cardinal website in **Courses** under **Training**.

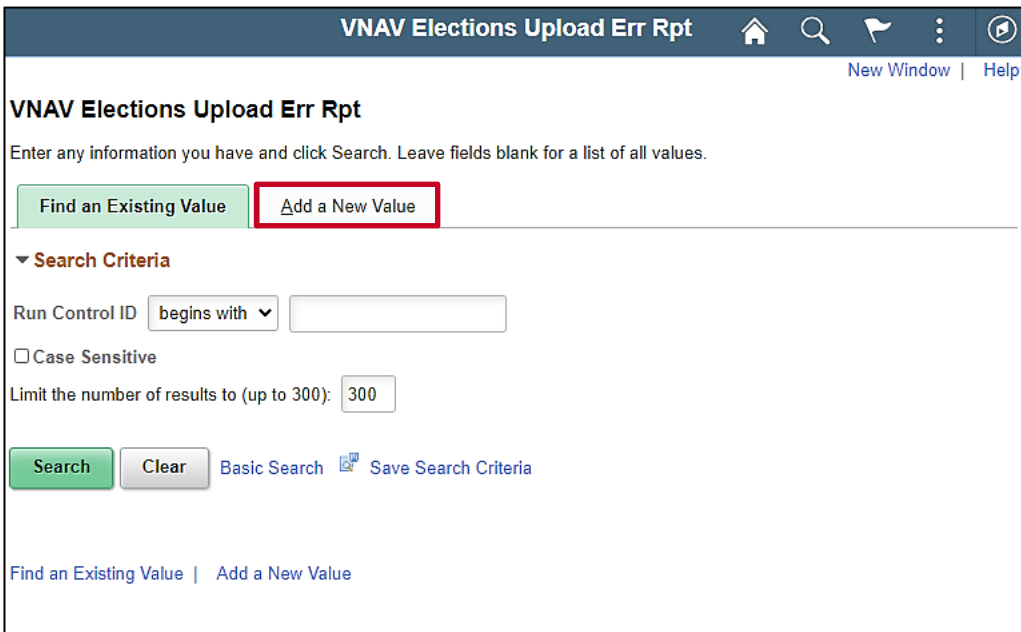
BN361 Upload Error Report Troubleshooting**VNAV Upload Error Report**

This report will display the errors encountered during the semimonthly VRS VNAV Upload process.

1. Navigate to the **VNAV Elections Upload Err Rpt** page using the following navigation path:

Navigator > Benefits > VNAV Elections Upload Err Rpt

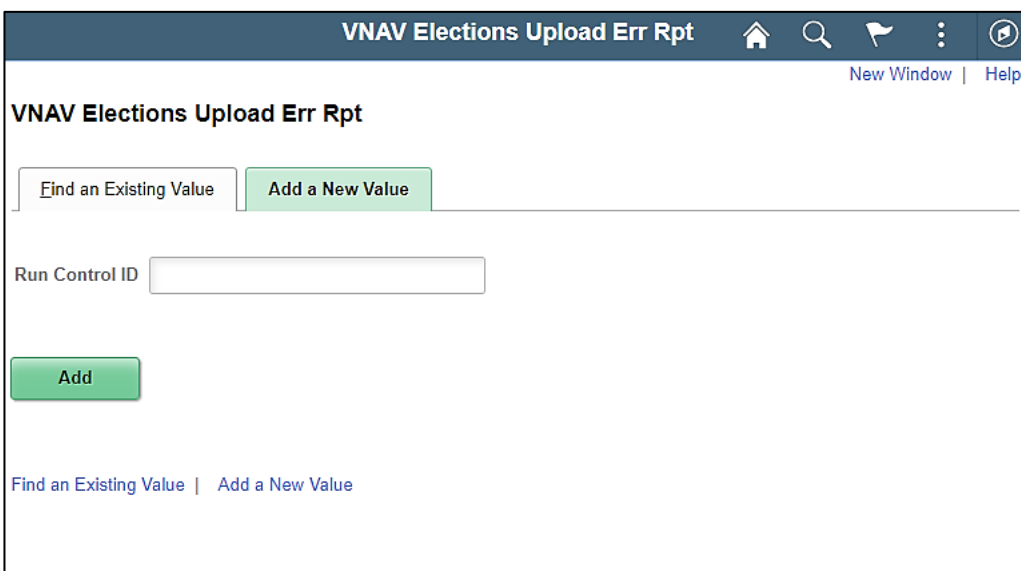
The **VNAV Elections Upload Err Rpt** page displays with the **Find an Existing Value** tab displayed by default.



The screenshot shows the 'VNAV Elections Upload Err Rpt' page. At the top, there is a header bar with the title 'VNAV Elections Upload Err Rpt' and navigation icons. Below the header, there are two tabs: 'Find an Existing Value' (selected) and 'Add a New Value'. The 'Find an Existing Value' tab contains a search criteria section with a dropdown menu for 'Run Control ID' set to 'begins with', a text input field, a checkbox for 'Case Sensitive', and a limit field set to '300'. There are 'Search' and 'Clear' buttons, and a link to 'Save Search Criteria'. At the bottom, there are links for 'Find an Existing Value' and 'Add a New Value'.

2. Click the **Add a New Value** tab.

The **Add a New Value** tab displays.



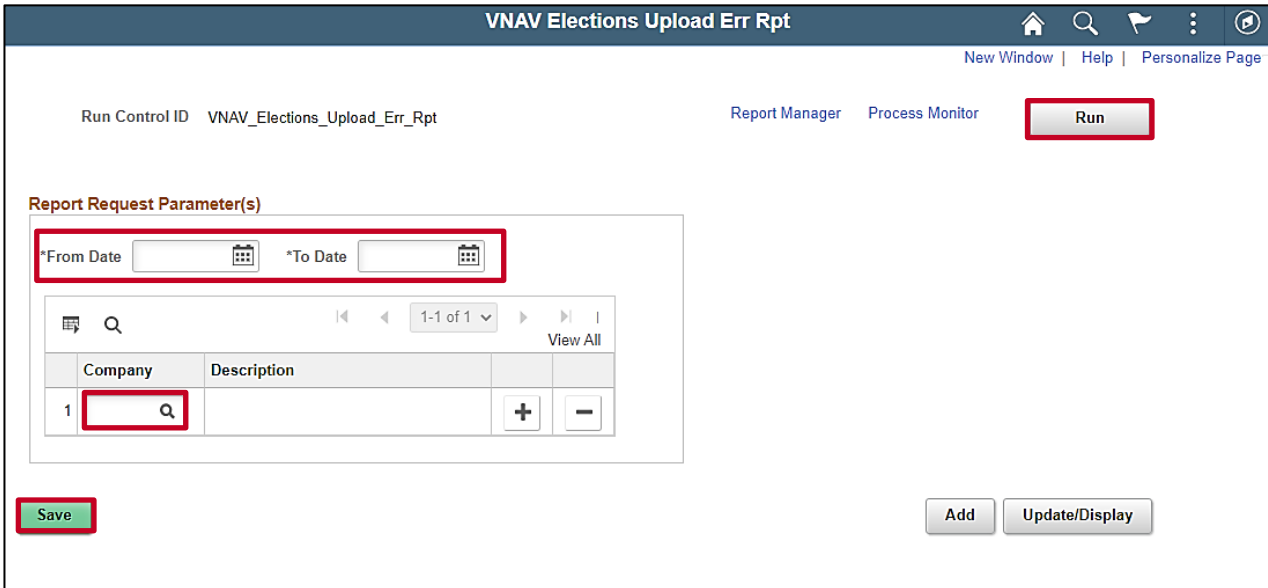
The screenshot shows the 'VNAV Elections Upload Err Rpt' page with the 'Add a New Value' tab selected. The 'Find an Existing Value' tab is now inactive. The 'Add a New Value' tab contains a 'Run Control ID' text input field and an 'Add' button. At the bottom, there are links for 'Find an Existing Value' and 'Add a New Value'.

3. Enter a name in the **Run Control ID** field (e.g., "ICMA_Upload_Error_Rpt").

BN361 Upload Error Report Troubleshooting

4. Click the **Add** button.

The **VNAV Elections Upload Err Rpt** page displays.



VNAV Elections Upload Err Rpt

New Window | Help | Personalize Page

Run Control ID VNAV_Elections_Upload_Err_Rpt

Report Manager Process Monitor Run

Report Request Parameter(s)

*From Date *To Date

1-1 of 1 View All

Company	Description		
1		+	-

Save Add Update/Display

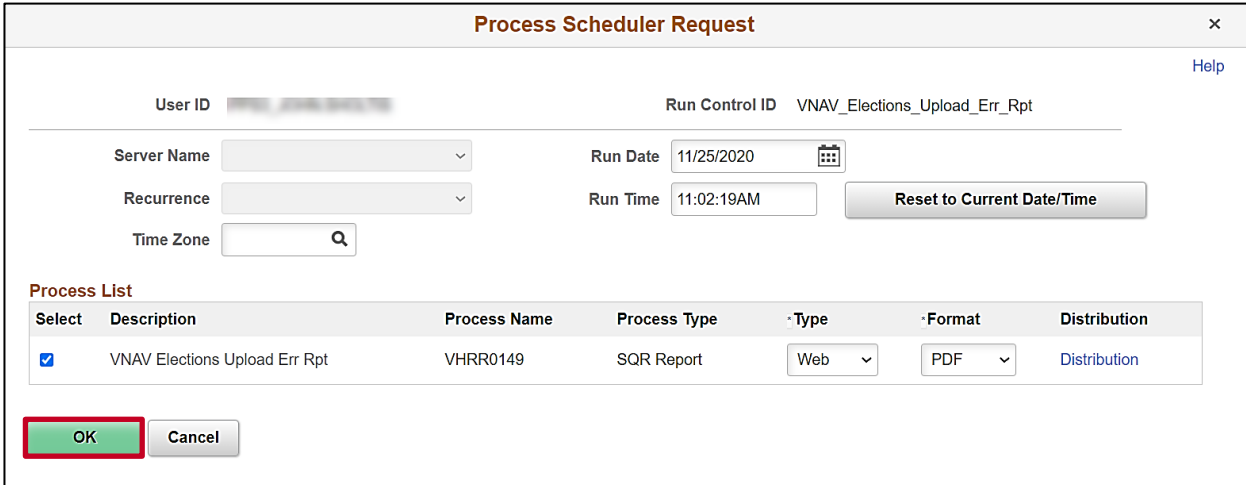
5. Select the applicable from and to dates using the **From Date** and **To Date Calendar** icons.
6. If the Agency BA has access to multiple companies, the BA can retrieve data for one specific company or multiple companies by:
 - a. Selecting the applicable company using the **Company Look Up** icon
 - b. Clicking the **Add** button (+)
 - c. Repeat as needed to add additional companies

Note: Data for all applicable companies is retrieved if no specific companies are selected. Users are only able to view company-specific information to the companies for which they have access.

7. Click the **Save** button.
8. Click the **Run** button.

BN361 Upload Error Report Troubleshooting

The **Process Scheduler Request** page displays in a pop-up window.



Process Scheduler Request [X] [Help](#)

User ID: [REDACTED] Run Control ID: VNAV_Elections_Upload_Err_Rpt

Server Name: [Dropdown] Run Date: 11/25/2020 [Calendar Icon]

Recurrence: [Dropdown] Run Time: 11:02:19AM [Reset to Current Date/Time]

Time Zone: [Dropdown] [Search Icon]

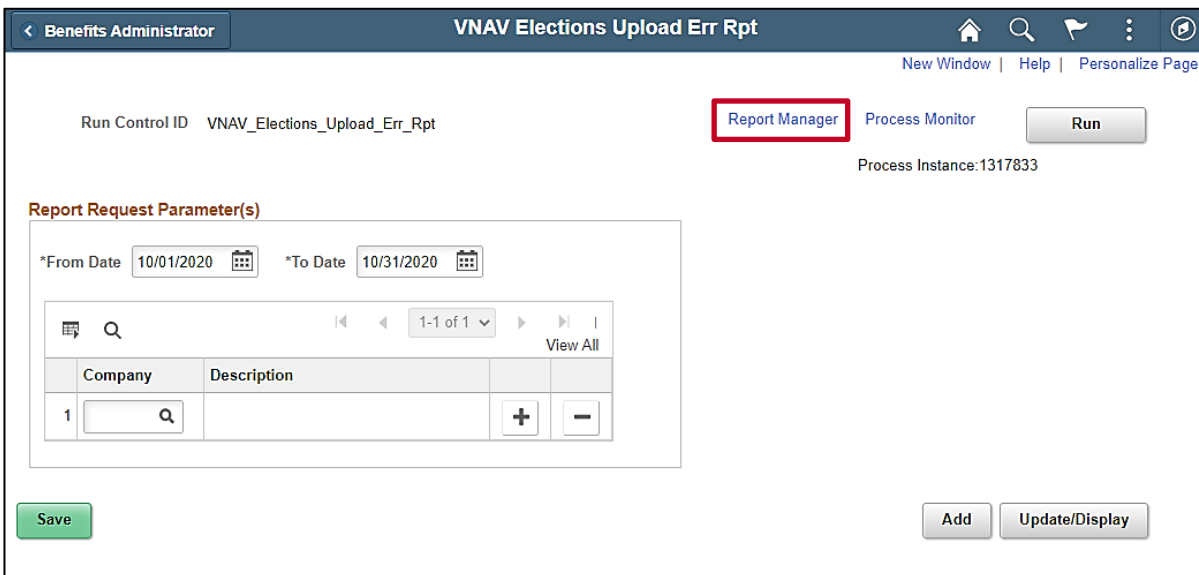
Process List

Select	Description	Process Name	Process Type	Type	Format	Distribution
<input checked="" type="checkbox"/>	VNAV Elections Upload Err Rpt	VHRR0149	SQR Report	Web [Dropdown]	PDF [Dropdown]	Distribution

OK **Cancel**

9. Validate that the correct report is selected and then click the **OK** button.

The **VNAV Elections Upload Err Rpt** page returns.



Benefits Administrator **VNAV Elections Upload Err Rpt** [New Window](#) [Help](#) [Personalize Page](#)

Run Control ID: VNAV_Elections_Upload_Err_Rpt **Report Manager** [Process Monitor](#) **Run**

Process Instance: 1317833

Report Request Parameter(s)

*From Date: 10/01/2020 [Calendar Icon] *To Date: 10/31/2020 [Calendar Icon]

1-1 of 1 [Dropdown] [View All]

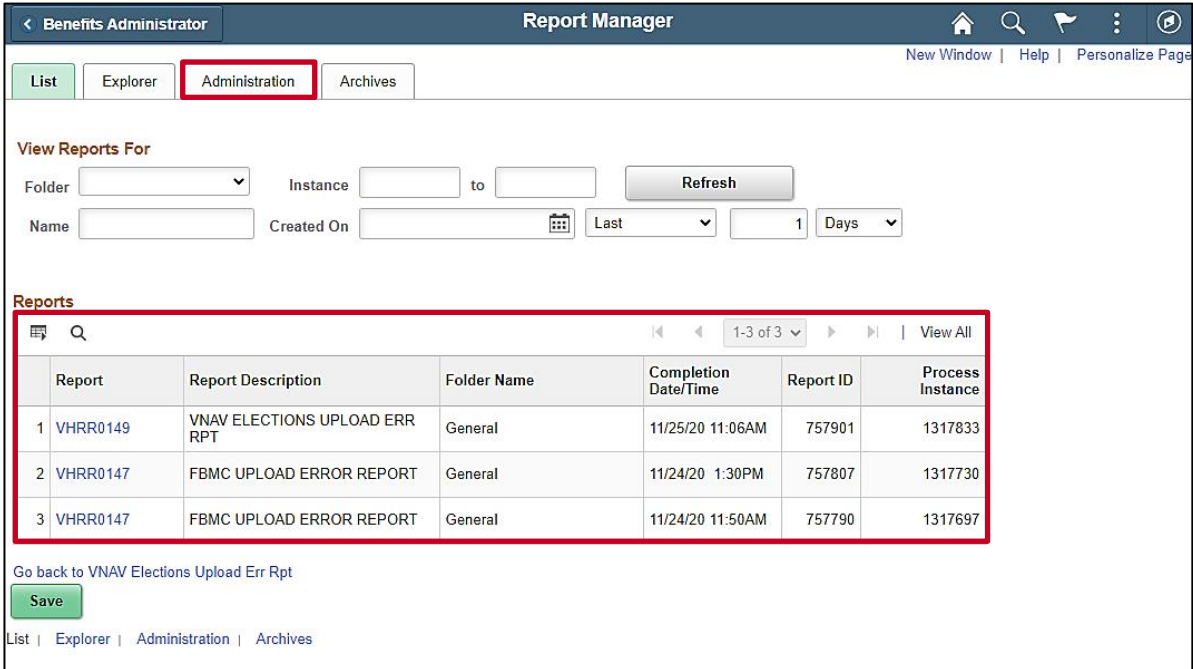
Company	Description		
1 [Search Icon]		+	-

Save **Add** **Update/Display**

10. Click the **Report Manager** link.

BN361 Upload Error Report Troubleshooting

The **Report Manager** page displays with the **List** tab displayed by default.



Report Manager

Navigation: < Benefits Administrator | Report Manager | Home | Search | Help | Personalize Page

Tabs: List | Explorer | **Administration** | Archives

View Reports For

Folder: [Dropdown] Instance: [Dropdown] to [Dropdown] Refresh

Name: [Text] Created On: [Calendar] Last: [Dropdown] 1 Days: [Dropdown]

Reports

Report	Report Description	Folder Name	Completion Date/Time	Report ID	Process Instance
1 VHRR0149	VNAV ELECTIONS UPLOAD ERR RPT	General	11/25/20 11:06AM	757901	1317833
2 VHRR0147	FBMC UPLOAD ERROR REPORT	General	11/24/20 1:30PM	757807	1317730
3 VHRR0147	FBMC UPLOAD ERROR REPORT	General	11/24/20 11:50AM	757790	1317697

[Go back to VNAV Elections Upload Err Rpt](#)

Save

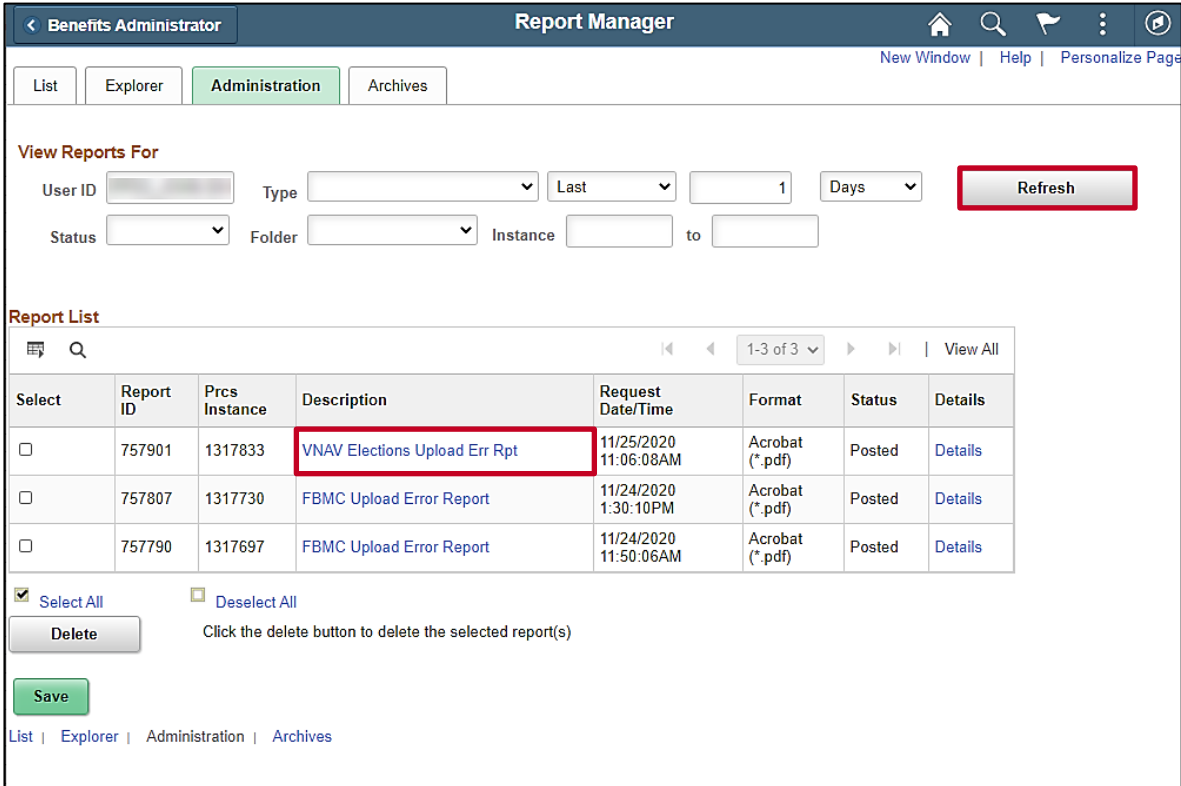
Navigation: List | Explorer | Administration | Archives

Note: The ICMA Upload Error Report will not display on the **List** tab until the execution is complete and the report is ready to review.

11. If the required report is listed within the **Reports** section, click the applicable **Report** link within the **Reports** section, and continue to Step 20. If the required report is not listed, continue to Step 16.
12. Click the **Administration** tab.

BN361 Upload Error Report Troubleshooting

The **Administration** tab displays.



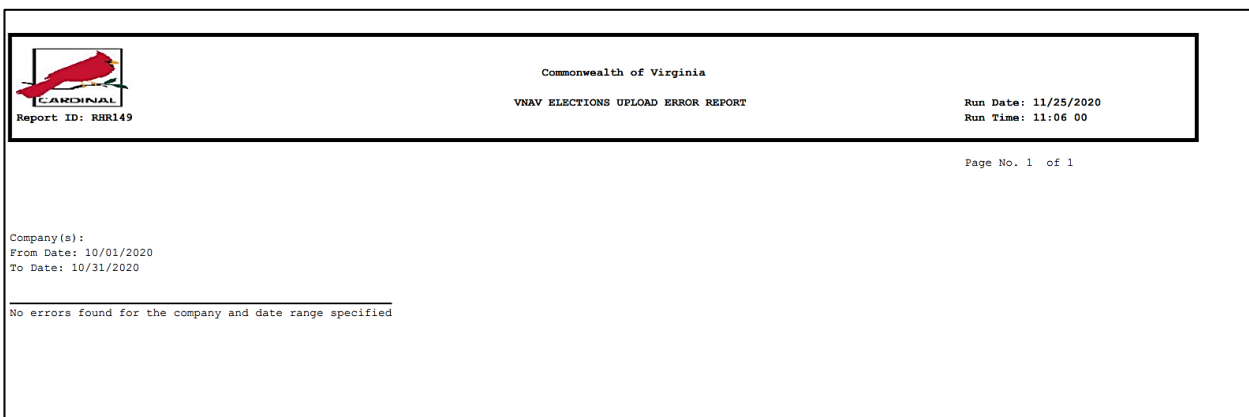
The screenshot shows the 'Report Manager' interface with the 'Administration' tab selected. The 'View Reports For' section includes fields for User ID, Type, Last, Days, Status, Folder, and Instance, along with a 'Refresh' button. Below this is the 'Report List' section, which contains a table of reports. The first report, 'VNAV Elections Upload Err Rpt', is highlighted with a red box. The table has columns for Select, Report ID, Prcs Instance, Description, Request Date/Time, Format, Status, and Details. Below the table are buttons for 'Select All', 'Deselect All', 'Delete', and 'Save'.

Select	Report ID	Prcs Instance	Description	Request Date/Time	Format	Status	Details
<input type="checkbox"/>	757901	1317833	VNAV Elections Upload Err Rpt	11/25/2020 11:06:08AM	Acrobat (*.pdf)	Posted	Details
<input type="checkbox"/>	757807	1317730	FBMC Upload Error Report	11/24/2020 1:30:10PM	Acrobat (*.pdf)	Posted	Details
<input type="checkbox"/>	757790	1317697	FBMC Upload Error Report	11/24/2020 11:50:06AM	Acrobat (*.pdf)	Posted	Details

13. Click the **Refresh** button as needed until the required report's **Status** field within the **Report List** section updates to "Posted".

14. Click the applicable report's **Description** link within the **Report List** section.

The **Report Detail** page displays in a pop-up window.



The screenshot shows the 'Report Detail' page for the report 'VNAV Elections Upload Error Report'. The page includes the Cardinal logo, the report ID 'RHR149', and the run date and time '11/25/2020 11:06 00'. Below this, it shows the company name 'Commonwealth of Virginia' and the date range 'From Date: 10/01/2020 To Date: 10/31/2020'. A message at the bottom states 'No errors found for the company and date range specified'.

Note: For further information on running a report, refer to the WBT Course titled Nav225 Cardinal Reporting. This Course can be found on the Cardinal website in **Courses** under **Training**.

BN361 Upload Error Report Troubleshooting**Error Troubleshooting**

Depending on the error message displayed, research may need to be performed in coordination with the HR Administrator. Evaluate the employee's HR Status to determine if a Job Action is required. Compare the current benefits enrollment with the record sent on the upload file to determine timing or retroactive enrollment requirements and any possible downstream effects to existing records. Agencies do not have access to delete any enrollments with a current or historic effective date (i.e., the enrollment's effective date is today or earlier). If adjustments are required for such records, the administrator should first discuss the situation with State Payroll Operations (SPO), and then submit a ticket to Post Production Support (PPS) to remove the row.

The charts below provide the warning messages and associated solutions three benefit uploads (FBMC, ICMA-RC, VRS VNAV) followed by a brief description of the manual entry steps for each upload type.

BN361 Upload Error Report Troubleshooting
ICMA-RC Message Catalog:

Warning Message	Solution
Loaded Using SSN. EMPLID not on file at ICMA.	Informational message. EMPLID is blank and there is a match for SSN. Verify correct record updated.
Election Not Processed – SSN does not match EMPLID. Research and manually add if necessary.	EMPLID is invalid for the SSN. Research and manually add if necessary.
Processing Note: SSN missing from incoming file.	SSN is blank and there is a match for EMPLID. Verify correct record updated.
ERROR: Election not processed. No EMPLID or SSN found in Cardinal.	SSN is invalid for the EMPLID. Research and manually add if necessary.
ERROR: Election not processed. No EMPLID or SSN found on incoming file.	Both SSN and EMPLID are blank. Research and manually add if necessary.
ERROR: Election not processed. No EMPLID or SSN found in Cardinal.	Both SSN and EMPLID are not found. Research and manually add if necessary.
ERROR: Employee Status Terminated.	Payroll Status of 'T' (Terminated) or 'R' (Retired). Research and manually add if necessary.
Processing Note: Employee on LOA/Suspension. Election uploaded.	Payroll Status of 'L' (Leave of absence) or 'S' (Suspension).
ERROR: Election Not Processed. Enrollment exists for employee with a date greater than the new election, manually update if needed.	Effective Date of the record is earlier than an existing enrollment for the employee. Research and manually add if necessary.
Processing Note: Effective Date in the staging table is = date of existing row in Savings Plan table.	A duplicate enrollment was received.
ERROR: Election already exists for same date but different amounts in Cardinal.	Effective Date of the record equals an existing enrollment for the employee; however, the amounts do not match. Research and manually add if necessary.

Note: If an annuity requires manual entry, the Benefits Administrator contacts the HR Administrator to insert a new row on the **Job Data** page. The HR Administrator selects “**DTA**” in the **Action** field and “**ELG**” in the **Action/Reason** field. These actions trigger an event in the **On-Demand Event Maintenance** page.

The Benefits Administrator enters the following data fields:

- Event BAS Action: ELG (Elig Config Change) event will be used which will open up Elections Entry.
- Plan Type: 49 (Deferred Compensation).
- Option Code: select the correct Option Code (e.g., 457 Plan, 24 pay period EE (403P24)).

BN361 Upload Error Report Troubleshooting

- Before Tax or After Tax Amount (Percentage of Earnings displays but is not valid for the Commonwealth's 457 Plan).

1. The Benefits Administrator creates an event using the **Review BAS Activity** and **On-Demand Event Maintenance** pages if an annuity requires manual entry.
 - a. Navigate to the **Review BAS Activity** page.
 - b. Enter the appropriate Employee ID in the **Empl ID** field.
 - c. Enter "**ELG**" (**Elig Config Change**) in the **BAS Action** field using the **Look Up** icon and click the **Save** button.
 - d. Navigate to the **On-Demand Event Maintenance** page, and search for the appropriate Employee ID,
 - e. Click the **Show Activities** button and select the appropriate event.
 - f. Click the **Schedule/Prepare Activity** Button
 - g. Select "**Open for Processing**" in the **Event Status** field
 - h. Select "**Re-Enter**" using the **Process Indicator Look Up** icon, click the **Save** button, and click the **Reprocess** button.
 - i. Click the **Election Entry** button.
 - j. Select **Plan Type "49" (Deferred Compensation)** and the correct **Option Code** (e.g., 457 Plan, 24 pay period EE (403P24)).
 - k. Select the appropriate Before Tax or After Tax Amount (Percentage of Earnings displays but is not valid for the Commonwealth's 457 Plan).

Note: For further information on adding a manual event, reference the Job Aid titled **BN361 Benefits Quick Reference Guide**. This Job Aid can be found on the Cardinal website in **Job Aids** under **Training**.

FBMC Message Catalog:

Warning Message	Solution
Warning – Election loaded, incorrect EMPLID on file at FBMC.	Verify correct record updated. (Matched by SSN.)
Election not processed, No Match on EMPLID or SSN, research and update manually.	Research to identify correct record to be updated manually.
Warning – Election processed using only EMPLID. SSN missing from incoming file.	Verify correct record updated.
Warning – Loaded election using SSN. EMPLID not on file at FBMC.	Verify correct record updated. (EMPLID blank.)
Election loaded, employee status: LOA/Suspension.	Verify correct record updated.
Election already exists in Cardinal.	An existing row with the same amount exists; however, a row with the new effective date is added. No action required.
Election exists for same EFFDT, research and manual update if necessary.	A row with the same amount and effective date exists; therefore, no additional entry is entered. No action required.

BN361 Upload Error Report Troubleshooting

Warning Message	Solution
Enrollment exists for employee with a date greater than the new election, manually update if needed.	Research to determine if manual entry required.
Added End Date to MISC Ins, Deduction Amt: 0.00.	Information only – no action required.
Terminated DOAFEE, No Active FBMC Election.	Information only – no action required.
Added End Date to DOAFEE, No Active FBMC Election.	Information only – no action required.
Employee HR status is inactive in Cardinal.	Research to verify correct HR status. If correct, no manual entry is required.
Employee has multi Jobs in same company. Please Research and Manually Update.	Research to determine which record requires manual entry.
Added End Date to TPAFEE, No Active FBMC Election.	Information only – no action required.
15YR Catch Up Amount should not be null when 15YR Catch Up Indicator is Y.	The catchup amount received was blank. Contact FBMC for more information and work with SPO to update Savings Management page.
Election received which includes a 15 Yr catch up contribution which must be entered manually.	A 15 Year Catch Up value already exists on the Savings Management table for the year. Contact SPO if an update is required.
Employee didn't have benefit eligibility in Cardinal	The employee is in a Benefit Program that does not include annuities. Research to determine if manual entry required.
Received Deduction waiver for which Cardinal election exists with End Dt	Information only – no action required.
Election exists for same EFFDT with different amount, research and manual update if necessary.	Research to determine if manual entry required.

Note: If manual entry is required for an annuity, the Benefits Administrator would create an event using the On-Demand page. The following data fields should be entered:

- Event BAS Action: An ELG event will be used which will open up Elections Entry.
- Plan Type: 46 (annuities)
- Option Code: select the correct Option Code (e.g., 403 Plan, 24 pay period EE (403P24)).
- Before Tax Amount or Percentage of Earnings and After Tax Amount or Percentage of Earnings.

- The Benefits Administrator creates an event using the **Review BAS Activity** and **On-Demand Event Maintenance** pages if an annuity requires manual entry.
 - Navigate to the **Review BAS Activity** page.
 - Enter the appropriate Employee ID in the **Empl ID** field.

BN361 Upload Error Report Troubleshooting

- c. Enter “**ELG**” (**Elig Config Change**) in the **BAS Action** field using the **Look Up** icon and click the **Save** button.
- d. Navigate to the **On-Demand Event Maintenance** page, search for the appropriate Employee ID, and select the appropriate event.
- e. Select “**Open for Processing**” in the **Event Status** field
- f. Select “**Re-Enter**” using the **Process Indicator Look Up** icon, click the **Save** button, and click the **Reprocess** button.
- g. Click the **Election Entry** button.
- h. Select **Plan Type “46” (Deferred Compensation)** and the correct **Option Code** (e.g., 403 Plan, 24 pay period EE (403P24)).
- i. Select the appropriate Before Tax or After Tax Amount (Percentage of Earnings displays but is not valid for the Commonwealth’s 457 Plan).

Note: For further information on adding a manual event, reference the Job Aid titled **BN361 Benefits Quick Reference Guide**. This Job Aid can be found on the Cardinal website in **Job Aids** under **Training**.

Note: The Payroll Administrator enters Post tax miscellaneous insurances, FBMC Administration Fee, and DOA Fee as General Deductions.

VRS VNAV Message Catalog:

Note: All messages denote a record was not added to Cardinal.

Warning Message	Solution
Multiple Salaried Jobs Exist for this Employee in the Same Company.	The program could not determine the appropriate salaried job for which the enrollment should be loaded.
Employee Not Active.	Employee is not in an active status.
BEN Program Not SAL or SPT.	Retirement is only applicable for employees in Benefit Program SAL or SPT.
VOL Contribution not within Established Limits.	Hybrid voluntary contribution amounts must be between 0 and 4 percent.
Election Date more than ____ days in the past.	The retroactive enrollment greater than a specified number of days in the past. Research to determine if manual entry is required.
Future dated election detected – Research Needed.	The effective date of the record is in the future. Validate the date and perform manual entry if required.
Election date more than 60 days in the future.	It is atypical to have enrollments more than 60 days in the future. Validate the date and perform manual entry if required.
Prior Service Buy-Back Effective Date is not dated the first of the month.	Purchase of Prior Service deductions should always start on the first of the month. Manual entry is required.

BN361 Upload Error Report Troubleshooting

Warning Message	Solution
General Deduction End Date is prior to Effective Date.	A PPS deduction was sent with the end date earlier than the effective date. Research to determine validity and perform manual entry is required.
Election was rejected because EFFDT matches the current record in Cardinal but there are differences in the Plan or Election Percentage.	Research is required to determine if the existing enrollment should be updated.
Warning – No change was made because the election received already exists in Cardinal.	A duplicate enrollment was received. No action required.
Enrollment Received and employee is enrolled in a different Retirement Plan, please review and manually enter the election.	A row exists with a date past the effective date of the row being sent. Research is needed to determine if the enrollment should be entered and if removal of the future dated row is required.
Warning – Line Agency must review the requested Prior Service Adjustment requested and if necessary, enter a One Time Deduction Adjustment in SPOT.	An adjustment amount was received in the file for retroactive collection of a Prior Service Purchase amount. A SPOT transaction should be entered to collect this amount.

Note: If after research it is determined that the enrollment should be processed, the Benefits Administrator will need to work with the HR Administrator to insert a new effective dated row in Job with a DTA/ELG Action/Action Reason. Then on the Benefit Program Participation page populate the Elig Fld 1 and Elg Fld 6 with the appropriate values. The BA will not need to do any entry to the On-Demand page. When Benefits Administration processes in batch, the eligibility values will be evaluated and complete enrollment in the appropriate Retirement and Other Post-Employment Benefits (OPEB). For further information on adding a manual event, reference the Job Aid titled **BN361 Benefits Quick Reference Guide**. This Job Aid can be found on the Cardinal website in **Job Aids** under **Training**.

3. The Benefits Administrator creates an event using the **Review BAS Activity** and **On-Demand Event Maintenance** pages if an enrollment requires manual entry.
 - a. Navigate to the applicable employee's **Job Data** page.
 - b. Select an appropriate Action/Action Reason using the **Action** and **Reason** drop-down menus on the **Work Location** tab.
 - c. Click on the **Compensation** tab and click the **Benefits Program Participation** link at the bottom of the page.
 - d. Select the appropriate values using the **Elig Fld 1** and **Elig Fld 6 Look Up** icons.

Note: The BA is not required to perform any maintenance on the **On-Demand Event Maintenance** page. Eligibility values are evaluated, and employees are enrolled in the appropriate Retirement and Other Post-Employment Benefits (OPEB) after Benefits Administration conducts batch processing. For further information on adding a manual event, reference the Job Aid titled **BN361 Benefits Quick Reference Guide**. This Job Aid can be found on the Cardinal website in **Job Aids** under **Training**.